



October 18, 2021

Web Announcement 2608

Inpatient and Outpatient Crossover Claims Impacted by Payment Error

A payment error has been occurring during initial processing of inpatient crossover claims and outpatient crossover claims processed before June 9, 2021. The impacted claims have been reprocessed to adjudicate correctly. Results of the reprocessed claims appear on the remittance advice dated October 8, 2021.

When the payment error is resolved in the Medicaid Management Information System (MMIS), a second claim reprocessing effort will be performed to ensure all impacted claims have been adjudicated correctly. A future remittance advice will report the results of the second claim reprocessing effort.

When claims are reprocessed, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.